



## FOOD ASSISTANCE ACTION COMMITTEE

A Federal, State and County partnership for policy interpretation and review, CalFresh outreach, Quality Control and corrective action activities.

### SEPTEMBER 2018 FAAC AGENDA

Date & Time	Location	Registration Links (Password: FAAC2018)
9/25/18 8:00am – 5:00pm	North Inland Family Resource Center 649 West Mission Ave Escondido, CA 92025	September 25, 2018 <a href="https://www.eventbrite.com/e/2018-faac-conference-september-25-2018-tickets-49706354043">https://www.eventbrite.com/e/2018-faac-conference-september-25-2018-tickets-49706354043</a>
9/26/18 8:00am – 5:00pm		September 26, 2018 <a href="https://www.eventbrite.com/e/2018-faac-conference-september-26-2018-tickets-50001313274">https://www.eventbrite.com/e/2018-faac-conference-september-26-2018-tickets-50001313274</a>
9/27/18 9:00am – 12:00pm		September 27, 2018 <a href="https://www.eventbrite.com/e/2018-faac-conference-september-27-2018-tickets-50001690402">https://www.eventbrite.com/e/2018-faac-conference-september-27-2018-tickets-50001690402</a>

**FFY2018 Goals: Remain below 6% Payment Error Rate, achieve a 98% completion rate, Empower QC staff through sharing of Information, and minimize the regression rate.**

Note Taker: Pa Nhia Thao

#### Day 1: September 25, 2018

##### Welcome

**CDSS CF Operations**

Kim McCoy Wade

**San Diego County**

Rick Wanne

##### Quality Control & Improvement Update

**CDSS CF Operations**

Break

##### Work Management

**San Diego County**

The Work Management functionality within the ConnectWellSD system enables Eligibility staff that provide Self-Sufficiency Services to manage and monitor tasks and deadlines electronically. This system has allowed workers to be more efficient by streamlining assignments and tracking work.

Alberto Garcia  
Amy Klock  
Mark Frial  
Guillermo Godinez  
Marcus Giffin

---

Lunch

---

Break-out Sessions

- Quality Control Best Practices
- Accuracy Program Review (APR)
- Accuracy Matters – Looking at Errors and Discovering Ways to Increase the Accuracy
- Quality Control Foundations and Reminders

---

Break

---

Break-out Sessions (Repeated)

- Quality Control Best Practices
- Accuracy Program Review (APR)
- Accuracy Matters – Looking at Errors and Discovering Ways to Increase the Accuracy
- Quality Control Foundations and Reminders

---

Wrap-up

---

**Day 2: September 26, 2018**

---

Welcome

---

Break-out Sessions

- CalFresh Performance Measurements
- CalACES
- QC Budgeting and Differences between QC & Eligibility
- ABAWD Time Limit Implementation

---

Break

---

Break-out Sessions (Repeated)

- CalFresh Performance Measurements
- CalACES
- QC Budgeting and Differences between QC & Eligibility
- ABAWD Time Limit Implementation

---

Lunch

---

---

### Introduction to Reversing SSI Cash- Out

### **CDSS Policy**

This presentation will provide a policy overview of the Reversal of SSI Cash-Out and the new Supplemental Nutrition Benefit (SNB) and Transitional Nutrition Benefit (TNB) Programs. During the presentation we'll walk through each of the policy changes, timelines and their interaction with each other. As well, we'll leave plenty of time for questions and answers.

Alexis Fernandez

---

### We Care Model

### **Santa Cruz County**

To strengthen the Excellent Service you already provide and execute a uniform customer service delivery experience that provides positive customer experience outcomes, customer satisfaction, and access to effective and caring service.

Andrew Stewart

Minnie Ramirez

Beth Kimura

---

## **Day 3: September 27, 2018**

---

### Welcome

---

### Recognition Awards

### **CDSS CF Operations**

The Recognition Award celebrates the outstanding work that each person/team/county has contributed to the CalFresh program.

- Customer Service
- Leadership
- Unsung Hero

---

Break

---

### CalFresh Interview Guide and Expectations for Eligibility Staff and Supervisor

### **Orange County**

CalFresh interview tools were created along with expectations for staff and supervisors. This is not an all-inclusive tool, but instead, is designed to help staff conduct thorough interviews.

Odon Sanchez Jr.

Jose Garcia

---

### Recognition Awards

### **CDSS CF Operations**

The Recognition Award celebrates the outstanding work that each person/team/county has contributed to the CalFresh program.

- Most Innovative
- Team

**Quality Improvement  
Never Stops**

